



a1orange.com

CELEBRATING OUR 9<sup>2</sup><sup>nd</sup> YEAR!

**Learn More About These Services:**

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February 2017 Issue HIGHLIGHTS:

Vickie's View: *A-1 Orange & Your Property's BEST First Impression!*

Property Professional Perspective: *Kerri Ryan & Winter Garden Village*

Carin's Customer Service Column: *Water Damage on Your Building's Exterior--Seepage & Efflorescence*

Lindsey's Lineup: *Waterproofing Checklist, Comparing Bids & Getting the Job Done Right!*

Team Member Spotlight: *David Colon, Jacksonville*  
*Also...Events, February Birthdays, #funwitha1!*



Vickie Head, A-1 President

Does Your Property's  
First Impression  
Inspire LOVE   
At First Sight...or Not?

What is a tenant or visitor's **first impression** when entering your property? Is the glass clean? Are the sidewalks clean? Are your grounds clear of debris? Are any of your lobby or marquee light bulbs burned out? Do you see cobwebs in hard-to-reach places?

The key to having your property at it's BEST is contracting A-1 Orange for your exterior building maintenance. Working with your property's unique traffic and use, we can develop a regular maintenance program that makes your property sparkle all the time.

We are happy to feature Kerri Ryan, LEED, who manages Winter Garden Village, in

February's Property Professional Perspective column. Her property is an example of "best practices" for exterior building maintenance, and her tenants and visitors appreciate the effort.

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**Kerri Ryan, LEED GA**  
**Regional Property Manager,**  
**DDR Corp.**  
**Orlando, Florida**

Kerri Ryan has been in property management for 23 years, starting as a receptionist at Trammell Crow Company, and eventually moving to Administrative

Assistant, Assistant Property Manager, Property Manager, Portfolio Manager and Associate Director of Management Services. Prior to entering property management, she was an office manager for a local jewelry store, which she hated. After deciding to quit one Friday, Kerri went to the beach, then on Monday went to a personnel office, where she was placed with TCC that week. Kerri says, "I guess it just kind of stuck with me!"

**Q: Can you tell us a little bit about Winter Garden Village?**

A: Winter Garden Village is the dominant power center in the western Orlando market, with over 1 million square feet and 104 stores. The center serves the growing and affluent communities of western Orlando, including Winter Garden and Windermere. Major retailers include: Victoria's Secret, Bath & Body Works, F21 RED, Target, Old Navy, ULTA, Chico's, Bed Bath & Beyond and Dining options include: Bonefish Grill, Longhorn Steakhouse, Chili's Grill & Bar, AJI Sushi & Teppan, Romano's Macaroni Grill, Chick-fil-A, Chipotle Mexican Grill, Firehouse Subs, Five Guys Burgers & Fries



**Winter Garden Village**

**Q: How busy is Winter Garden Village?**

A: We don't measure actual "foot traffic," but on average, 18,000 cars a day enter the Center; Noon is always our busiest hour and Saturdays are always our busiest day of the week, with an average of 23,000 cars entering the Center. Our busiest shopping day of the 2016 Holiday shopping season was Friday, December 23<sup>rd</sup> with over 39,000 vehicles entering the Center (it exceeded Black Friday by almost 4,000)!

**Q: With all that traffic, it must be a real challenge to keep your property in top shape. How has utilizing A-1 services benefited your property?**

A: From window and pressure cleaning to portering and parking lot sweeping, the A-1 Team at WGV works tirelessly to keep the Center spotless and it does not go unnoticed by the shoppers. We are always receiving positive feedback from the retailers on how they love working here because "it is always so beautiful and clean" and it isn't unusual to receive comments such as "Nice shopping mall, great variety of stores and it's SO clean!" on Facebook.

**Q: What are the first things you notice when reviewing a retail property?**

**A:** It would be a toss-up between the retail mix and the cleanliness.

*Kerri was raised in Long Island, New York, but spent summers with her grandparents in Florida, then moved to Florida with her mother when she was 14. According to Kerri, "My favorite part of every day is a morning walk with my fur babies, both of whom are Wheaten Terriers. Mia, my heart, is a 12 year old female, and Cross, my soul, is a 10 to 11 year old male." She enjoys going to concerts, loves to cook, loves the beach, & absolutely **loves to travel!** Her favorite baseball team is the NY Yankees and her favorite NFL team is the New England Patriots (2017 Super Bowl Champions!!!).*

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**Carin Mack,**  
Specialized Services Coordinator

**Water Damage Checklist  
for  
Natural Stone, Pre-Cast,  
Aggregate, Brick/  
Masonry, Concrete and/or  
Stucco Building Exteriors.**

**1. After a rain does your building still look wet, even days after?**



*The building above is a stone building, as you can see the top portion appears to be wet. This could allow moisture to seep into your building causing mold/algae etc. It is time for your building to have a clear penetrating sealant applied to the exterior. [Click here to see this building after A-1's cleaning and sealing services!](#)*

**2. Do you have white scaly build up on your stone/brick?**



### 3. Do you have unexplained white stains on your glass?



**\*\*Close-up view of EFFLORESCENCE STAINS on glass.**

[Click here to see this building after A-1's cleaning and sealing services!](#)

***If you answered yes to any of the above questions, it is time to get your building sealed!***

All this white chalky stuff is called **Efflorescence**! In chemistry, efflorescence (which means "to flower out" in French) is the migration of a salt to the surface of a porous material, where it forms a coating. The powdery substance is formed as a result of this process, especially on the surface of rocks.

So, efflorescence causes the damage you see above. ***On stone surfaces, it appears as the unsightly chalky mess. On glass, it appears as the white stains*** (similar to sprinkler stains) and can be damaging to the glass. Sprinkler stains usually only appear in and around where the sprinklers are located (ground floor). Leeching efflorescence can appear anywhere (in or around) where the stone that is leeching is on your building, including ALL floors. On glass, especially if the stains are ignored, they can become etched in, and even permanent. This causes costly restoration, and in some cases, replacement!

**With the help of clear penetrating sealers, the durability of the stone is ensured, and the beauty of your building is preserved.** Sealers invisibly protect stone, forming a barrier to repel stains and water damage.

A1 Orange can remove the salt efflorescence, thoroughly clean the exterior of the building, remove the staining on your glass and SEAL the stone! We'll work with

quality manufacturers to pick the best product for your building, and follow application guidelines so that you receive a guarantee from both the manufacturer and A-1 Orange.

Call 1-800-874-6207 today or [email us](#) for a free estimate.

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Lindsey Bergdoll, Business Devt.

✓ **USE A-1'S  
WATERPROOFING CHECKLIST  
TO COMPARE BIDS/SPECS &  
GET YOUR JOB DONE RIGHT!**

- Comprehensive Water Intrusion Inspection to assess your needs available;
- Correct, top quality caulking spec'd for your property by manufacturer's rep;
- **Full removal** of old caulking (*bid needs to specify this!*);
- Application according to manufacturer guidelines
- Product guarantees from manufacturer and A-1 Orange 100 % Satisfaction Guarantee;
- Experienced, long-term employees at your site (not independent contractors);
- \$10 million umbrella liability with highly rated insurance company;
- \$1 million worker's comp in the correct (hi-rise) category (*check the insurance category if workers are going above 1st floor!*)
- **Safety first thinking** & ongoing safety training
- Work Plan in Advance - Identifies equipment for your job; checks that any roof anchors have been inspected within time guidelines; work scheduled to meet the needs of your tenants and visitors, weekend and evening shifts available if best for your property.

[For full details on our waterproofing services,  
along with great before and after pictures, click here.](#)

**NOW** is the best time to do waterproofing, during our dry season, but schedules are filling. Call or [email Lindsey Bergdoll](#) to learn more about our waterproofing services and to schedule your waterproofing estimate.

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**Happy February Birthdays,  
A-1 Orange Friends & Family!**



Cecile Dawson, 2/3  
Rachael Corradini, 2/5  
Rachael Sardenga, 2/6

Terri Spaulding, 2/16  
Jennifer Jennings, 2/17  
Betty Rippelmeyer, 2/19

Sandy Best and Nancy Hanson, 2/10  
Bernardo Alvarez & Keith Keiser, 2/11  
Lee Lescallete & Oscar Rosales, 2/11  
Nancy Goldenberg & Karen Polyeff, 2/12  
Michele Lowery and Fredis Perez, 2/14

Valerie Crandall, 2/20  
Marty Longest, 2/24  
Kerri Ryan & Edna Trimble, 2/25  
Jeanne Slack, 2/27

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## A-1 ORANGE FEBRUARY EVENTS

- Thursday, February 2: IFMA Orlando Chili Cook Off
- Friday, February 10: BOMA Orlando TOBY Awards Ceremony
- Wednesday, February 15: BOMA Orlando Luncheon
- Thursday, February 16: Tri-County League of Cities
- Wednesday, February 22: BOMA Greater Tampa Bay Luncheon
- Tuesday, February 28: BOMA Jacksonville Luncheon



***"A-1 Orange treats the employees good, and if you need help, they will do whatever they can to help you."***

David Colon has been with A-1 Orange's Jacksonville Branch for 6 years. His favorite part of the job is waterproofing, because according to David, "I like the challenge of finding and repairing the leak." He loves the family atmosphere at A-1, where team members help each other out. Prior to coming to A-1 Orange, David was a truck driver.

Living in Jacksonville, David enjoys spending time with his son and daughter, his girlfriend and his dog. His hobby is

working on cars.

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## #funwitha1!



A-1 Team Members Enjoyed A Great Night Honoring the 2016 TOBY Winners!



A-1 Orange Team Members Kristina Preston & Lindsey Bergdoll  
 Won 1st Place in the IFMA Chili Cook-Off  
 While Sharing Their A-1 Spirit!

**A-1 Orange is Proud to be an Active Member of these Organizations:**



*Penthouse Sponsor*



*Gold Sponsor*



*Proud Sponsor*



**Mission Statement:**  
*Advancing Tourism and the Community through Hospitality*

*The World's Largest Regional Hotel Association*



**International Window  
 Cleaning Association**



**Greater Orlando Chapter**  
 INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION (IFMA)



Want An **ESTIMATE** or **MORE INFORMATION?**

[Email us here!](#)

**A-1 Orange Exterior Building Services**

**1-800-874-6207**



View our profile on  
**LinkedIn**